



PATEN

Attorney Docket No.: 19463-1

NETWORK MONITORING SYSTEM

ABSTRACT OF THE DISCLOSURE

A network performance monitoring system uses a plurality of user modules, each user operating on a unique user machine coupled to one or more provider servers and an experience test server for collecting data from the plurality of user modules. The collected data includes at least one performance datum relating to user experience with a link from the user machine to the provider server. The system also cleanses the collected data to account for variable user configurations, user errors and the like.

SF 196081 v1

5

10